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# NASA Procedural Requirements

**COMPLIANCE IS MANDATORY**

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## Subject: Managing Information Technology

Responsible Office: Office of the Chief Information Officer

| [TOC](#) | [Preface](#) | [Chapter1](#) | [Chapter2](#) | [Chapter3](#) | [Chapter4](#) | [Chapter5](#) | [Chapter6](#) | [Chapter7](#) | [Chapter8](#) | [Chapter9](#) | [Chapter10](#) | [Chapter11](#) | [Chapter12](#) | [AppendixA](#) | [AppendixB](#) | [ALL](#) |

## Chapter 10. IT Workforce Management

### 10.1 IT Workforce Management Requirement

NASA shall ensure appropriate competency of its Civil Servant IT workforce through training, mentoring, and professional development and further ensure that required skills are identified, developed, recruited, retained, and available to support Agency activities.

### 10.2 Background

IT is an integral part of almost every NASA program and project. This inherent dependence on IT systems for all aspects of mission success drives a corresponding dependence on a highly skilled IT workforce. A strong IT workforce is a critical enabling element for accomplishing the Agency's mission and strategic goals.

Figure 10.2 below illustrates the key functions required for the IT workforce. Chapter 1.2.1 describes each of the functions and the competencies associated with performing the core functions.

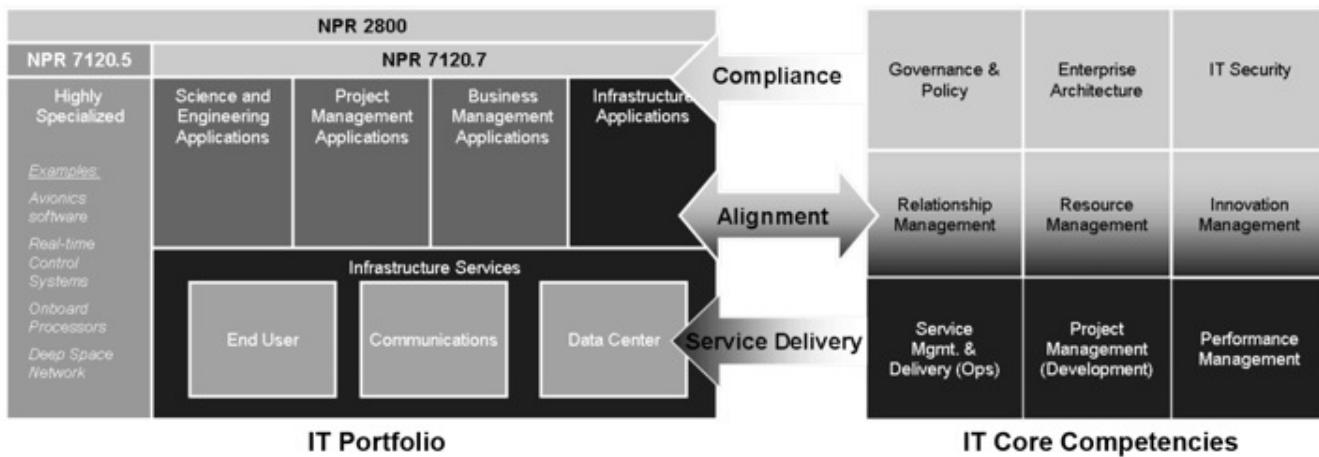


Figure 10.2 Key IT Workforce Functions

### 10.3 IT Workforce Planning Roles and Responsibilities

#### 10.3.1 NASA CIO Responsibilities

10.3.1.1 The NASA CIO shall establish and maintain a highly skilled IT workforce that is aligned with NASA's vision and mission, and that meets the Agency's responsibility in the management and use of information and information technology.

10.3.1.2 In collaboration with the Office of Human Capital Management, the NASA CIO shall ensure a highly skilled IT workforce by identifying critical competencies and skills, conducting a gap analysis on a regular basis, and developing and executing a strategy for matching Agency needs for IT with the required workforce skills.

10.3.1.3 The NASA CIO shall ensure the hiring of the appropriate IT skill sets, the appropriate training and development opportunities, and the implementation of processes and tools to ensure the health of the Agency's IT workforce.

### 10.3.2 Center CIO Responsibilities

10.3.2.1 Center CIOs shall establish and maintain at their Centers a highly skilled IT workforce in each of the key competency areas shown in Figure 10.2-1.

10.3.2.2 In collaboration with their Center Office of Human Capital Management, Center CIOs shall conduct a gap analysis on a regular basis and develop and execute a strategy for matching Center needs for IT with the required IT workforce skills.

10.3.2.3 Center CIOs shall assure at the Center level the hiring of the appropriate IT skill sets, the appropriate training and development opportunities, and the implementation of processes and tools to ensure the health of the Center's IT workforce.

| [TOC](#) | [Preface](#) | [Chapter1](#) | [Chapter2](#) | [Chapter3](#) | [Chapter4](#) | [Chapter5](#) | [Chapter6](#) | [Chapter7](#)  
| [Chapter8](#) | [Chapter9](#) | [Chapter10](#) | [Chapter11](#) | [Chapter12](#) | [AppendixA](#) | [AppendixB](#) | [ALL](#) |

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